



Oregon

John A. Kitzhaber, M.D., Governor

Department of Consumer and Business Services
Workers' Compensation Division
350 Winter St. NE, Room 27
Salem, OR 97301-3879
(503) 947-7810
TTY (503) 947-7993
<http://www.cbs.state.or.us>

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TO: Workers' compensation insurers, self-insured employers, and other interested parties

SUBJECT: Use of telephone claim processes within the framework of Oregon's statutes and rules

Oregon law (ORS 656.265(6)) requires employers to provide forms to workers for use in reporting their injuries. Forms 801 and 801W have been prescribed by the director for this purpose (OAR 436-060-0010). The division has recently discovered that some employers, who have adopted telephonic or electronic reporting systems, are not providing 801s or 801Ws to their workers. **Failure to provide Form 801 or 801W when requested by a worker, or by someone on the worker's behalf, is a violation of Oregon law.**

Employers may transmit claim information to the insurer by any means acceptable to the insurer provided the worker (unless unavailable) has completed the worker section of Form 801 or 801W. See Bulletin 101 (Rev. 2/00), Section II., for additional, specific requirements affecting telephonic and electronic claim processing.

The Workers' Compensation Division encourages the use of electronic and other fast claim-reporting systems. These methods will result in more efficient claim processing at the same time they reduce employers' paperwork. However, workers must be provided 801s for reporting their injuries as required by Oregon law.

If you have questions about this notice, contact the Benefit Consultation Unit, Workers' Compensation Division, (503) 947-7585 or (800) 452-0288.

/s/ John L. Shilts

John L. Shilts, Administrator
Workers' Compensation Division

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